

*“TrueSight monitors performance for the system as a whole so we can proactively ensure that all of our customers are having a good experience.”*

JIM HOPP  
CHIEF SECURITY OFFICER  
WORKDAY

#### INDUSTRY

Software-as-a-Service

#### CHALLENGE

The operations team at Workday needed real time, ongoing visibility into user experience throughout its site. It also needed to monitor server usage and performance.

#### WHY WEB APPLICATION PERFORMANCE MANAGEMENT?

Lack of visibility and monitoring meant that finding and troubleshooting end-user and other problems was a time-consuming process.

#### SOLUTION

Workday installed Coradiant TrueSight Web Application Performance Management, a complete, turnkey reporting device that detects Web and server problems immediately while also providing the forensic details necessary to solve them.

#### KEY BENEFITS

- Easily discover issues they may not have known about
- Respond to issues more quickly than they could before
- Determine performance trends to better plan capacity and new data centers
- Use during development and QA testing to ensure good performance



## WORKDAY RUNS ITS SAAS-BASED HUMAN RESOURCES MANAGEMENT SYSTEM FOR PERFORMANCE WITH CORADIANT TRUESIGHT

*Founded in March, 2005 by former PeopleSoft founder and CEO Dave Duffield, Workday delivers Human Resources and Financial Management solutions to customers on a Software-as-a-Service (SaaS) basis. The technology team for Workday now reaps the benefits of monitoring its Web-based offering with Coradiant TrueSight® Web Application Performance Management. Not only can the team quickly identify and remedy Web application problems during use, it also uses the solution during QA testing and to analyze performance trends and plan capacity.*

#### WEB APPLICATION PERFORMANCE MANAGEMENT

Because Workday operates and maintains all of its software applications for customers on a SaaS basis, its offerings eliminate the need for customers to make upfront license or maintenance investments, perform lengthy implementations, undergo complex and costly upgrades, and make demands on their own IT department. Workday takes responsibility for the performance and uptime of these business solutions, a mission-critical component of service delivery.

The technical team at Workday knew it needed to keep constant tabs on performance and availability so it could proactively address any issues that might occur. But its existing tools presented several challenges. Workday technicians were able to perform low-level performance monitoring on their servers. But if a customer reported a performance issue, technicians were unable to see the session from the customer's perspective. They would have to

spend considerable time trying to reproduce the problem. Additionally, troubleshooting user problems was a tedious and time consuming process. Engineers would have to look at the database, application server, user interface server and network and Internet to determine the source of the problem.

Workday selected Coradiant TrueSight, said Jim Hopp, Chief Security Officer for Workday, “To help us see sessions from a user perspective and to more easily troubleshoot issues from a central location. In addition, the Coradiant solution is an appliance. You can plug it into the network infrastructure easily. And because it's a passive participant on the network, it doesn't impose a load and therefore has no negative impact on performance.”

## CASE STUDY

***“We can see the relationship between traffic volume and system capacity. This allows us to make decisions based on live customer experience.”***



***“TrueSight doesn’t impose a load on the network and therefore has no negative impact on performance.”***

### **BENEFITS**

Today, TrueSight is installed in all of Workday’s data centers, which serve customers spanning mid-sized organizations to global Fortune 500 businesses. Workday uses Coradiant to monitor and troubleshoot performance on an ongoing basis, analyze trends for capacity planning, and assist during development and QA testing to ensure performance.

“Performance of our overall systems is very important,” explains Hopp. “TrueSight monitors performance for the system as a whole so we can proactively ensure that all of our customers are having a good experience. In addition, we’ve set up Watchpoints for our some of our largest customers within TrueSight, and configured mail-outs to automatically send us emails reporting on their performance on a regular basis to enable us to see anomalies.”

When technicians are troubleshooting end-user performance issues, TrueSight allows them to locate the individual user session and see what occurred in great detail. Said Hopp, “I can find the session for a single individual and see the slowest page or all pages that took more than X seconds to render. I can also use TrueSight to determine where the problem occurred. If the slow performance originated at our data center, we can then use lower level tools to pinpoint the source of the problem. We customized TrueSight to take the performance data from these tools and display it within the TrueSight interface so we can easily drill down to find the details we need.”

TrueSight reporting capabilities allow Workday to analyze trends and plan capacity. Said Hopp, “We can see the relationship between traffic volume and system capacity. This allows us to make decisions based on live customer experience.”



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### **ABOUT WORKDAY**

Workday delivers a new generation of SaaS solutions designed to meet the needs of today’s dynamic and global enterprise.

Founded in March, 2005, by former PeopleSoft founder and CEO Dave Duffield, with former PeopleSoft chief strategist, Aneel Bhusri, Workday Human Resource Management solutions focus on bringing a passion for innovation and an emphasis on the customer back to enterprise applications.

Workday quickly moved to a leadership position in on-demand business solutions for the enterprise, serving customers from small businesses up to the Fortune 500.

### **ABOUT CORADIANT**

Coradiant is the leading provider of equipment used to manage, optimize and troubleshoot Web applications. Coradiant’s award-winning TrueSight products use customer metrics gathered from each Web user visit as their primary data source for IT management.

Coradiant Web Application Performance Management products are deployed in hundreds of leading organizations and Fortune 500 companies including software as a service (SaaS), e-commerce, entertainment, finance, insurance, healthcare, and education.

For more information please see [www.coradiant.com](http://www.coradiant.com) or call 1-781-810-4494

